

Senior IT Technician

Job Description

37 hours per week – 52 weeks, requirement to travel between Trust academies

Post: Senior IT Technician

Grade: Grade 6 (£31,067 – £33,366)

Responsible to: Technical Systems Manager

Overall purpose of this post:

This is a Trust wide role, primarily based at one secondary school within the MAT, however the role may require regular travel between academies and Trust offices when required.

The successful applicant will provide outstanding customer focussed IT support to end users, and have a core technical understanding of an IT network. The role will lead the day-to-day operation of the on site IT Service and require the supervision of a junior technician team.

Role and Responsibilities

These will include, as appropriate, those that reflect the Trust's key value: "Winning Hearts, Inspiring Minds" through Collaboration, Inspiration, Diversity and Community.

Senior IT Technician

1. Working to the direction of the Technical Systems Manager and IT Services Lead to ensure the effective maintenance and management of ICT/AV hardware, software and processes.
2. Administrate Active Directory, DHCP, DNS, and 365 (Intune, Exchange)
3. Administrate the updating of virtual and physical servers.
4. Administrate academy websites across the Trust where required.
5. Install new and upgraded software and hardware.
6. To participate in setting plans and processes to manage installations and upgrades to ICT equipment, software and infrastructure.

6. To provide outstanding support required for the effective use of ICT across the academy and external facilities/events, including fixing faults, troubleshooting and setting up equipment.
7. To take on responsibility for the project management of changes and implementations to ICT equipment, software and infrastructure, as delegated by the Technical Systems Manager and IT Services Lead.
8. Responsible for maintaining appropriate asset inventory using FreshService.
9. To keep abreast of developments in technology and their application for education.
10. To work closely with key department in the Trust to support education based platforms.
11. To offer recommendations to the Technical Systems Manager on additional and better use of ICT resources within our academies.
12. To provide support for assemblies Academy/Trust events, working with staff and students / pupils to ensure all equipment requirements are met.
13. Support of whole Academy/Trust initiatives to develop the curriculum.
14. To be the on site Senior point of contact for IT requests in support of Safeguarding/CCTV.
15. To support staff CPD by leading IT induction sessions, identifying gaps in knowledge to develop and deliver bespoke in-house training for staff, including updates on software developments and impact on the academy.

Central Team

1. To provide IT support for the Executive and Central Team including liaising with various external partners where required.
2. To contribute to the effective working of the Central Team by participating in meetings and suggesting improved ways of working.
3. To assist with the joining/conversion process for new schools.

General

1. To achieve positive and effective lines of communication with all staff, parents/carers, community groups, local education authority, stakeholders, supplier groups and external agencies.
2. To promote the Trust and academies to, and raising the profile within, the local community.
3. To maintain competence in role by attending training as required.
4. To be prepared to work flexibly during busy periods.
5. To develop constructive relationships and communicate with other colleagues, agencies/professionals. Attend and participate in meetings, sharing experience and skills with others.
6. To perform other ad hoc duties and assignments that are commensurate with the post's grade whenever reasonably instructed by the Chief Operating Officer or Technical Systems Manager.
7. To report all concerns to an appropriate person.
8. To comply with the Trust's child safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns.
9. To comply with Trust policies and procedures at all times.
10. To be able to travel between sites where required.

Person Specification

Ref	Criteria	E/D	App	Ref	Int
1. Qualifications and Training					
1a	A level of numeracy and literacy sufficient to carry out the duties of the post (min Grade C/Level 5 GCSE Maths & English)	E			
1b	HND, Level 3 NVQ, BTEC Professional Diploma or equivalent qualification in an ICT or Computing subject area or a minimum of 2 years experience at Senior Technician level.	E			
2. Professional Experience and Knowledge					
2a	Experience working in a school or similar environment	D			
2b	Expert understanding of the configuration and deployment of Microsoft desktop operating systems; including configuration using Active Directory.	E			
2c	Expert understanding of the configuration and deployment of desktop & server applications; including deployment to multiple devices.	E			
2d	Expert understanding of PC and laptop hardware construction and maintenance.	E			
2e	Expert understanding of peripheral maintenance and deployment; including network deployment.	E			
2f	Excellent organisational skills and interpersonal skills.	E			
2g	High level of IT competence	E			
2h	High level of literacy and ability to write formal communications	E			
2i	Experience of administering Office 365	E			
2j	Excellent communication skills at all levels	E			
3. Equal Opportunity					

3a	Must be able to recognise discrimination in its many forms and willing to put the Equality Policies into practice	E			
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4. Other Skills

4a	Able to adapt to new legislation, policies and procedures	E			
4b	Able to use own initiative to problem solve, demonstrating a willingness to embrace change	E			
4c	Able to prioritise and meet deadlines with changing demands	E			
4d	Able to produce clear and concise documentation	E			
4e	Able to work as part of a local team and the wider Trust	E			
4f	Negotiates with and recommends suppliers regarding the ordering of goods and services, ensuring best value	E			
Other	Able to travel between the Trust Central office and different schools within the Trust.	E			